UNDERCOUNTER ICE MACHINE

INSTALLATION & OPERATION

SUB-ZERO®

CONTENTS

Ice Machine Installation	**4**
Installation Checklist	**16**
Ice Machine Features	**17**
Ice Machine Operation	**18**
Ice Machine Care	**23**
Troubleshooting Guide	**28**
Service Information	**30**
Sub-Zero Warranty	**31**

Features and specifications indicated herein and on the website are subject to change at any time without notice. Check our website, subzero.com, for the most up-to-date specifications.

As you follow these instructions, you will notice WARNING and CAUTION symbols. This blocked information is important for the safe and efficient installation of Sub-Zero equipment. There are two types of potential hazards that may occur during installation.

⚠ CAUTION

signals a situation where minor injury or product damage may occur if you do not follow instructions.

⚠ WARNING

states a hazard that may cause serious injury or death if precautions are not followed.

Another footnote we would like to identify is IMPORTANT NOTE: This highlights information that is especially relevant to a problem-free installation.

SUB-ZERO® is a registered trademark of Sub-Zero, Inc.

THANK YOU

Congratulations on the purchase of your Sub-Zero ice machine. It produces the same high quality clear ice that you would expect from Sub-Zero.

The importance of the installation of the ice machine cannot be overemphasized. Installation should be done by a qualified installer.

Before you begin the installation process, it is recommended that you read the entire installation instructions. There are key details that you should take special care to observe during the installation. By reading these instructions carefully, you will make the installation process easier, problem-free and, most importantly, safe.

Any questions or problems about the installation should be directed to your Sub-Zero dealer or Sub-Zero customer service at 800-222-7820. You can also visit our website at subzero.com.

The Sub-Zero ice machine is protected by a warranty that is one of the finest in the industry. Take a moment to read the warranty statement on page 31 and refer to it should service become necessary.

The operation information in this book will answer most of your questions about the features, operation and maintenance of your ice machine. If you have questions that are not addressed here, call Sub-Zero customer service at 800-222-7820 or visit our website at subzero.com.

IMPORTANT NOTE: Your Sub-Zero ice machine is designed and manufactured with the highest regard for safety and performance. It meets or exceeds the standards of UL and CUL. Sub-Zero assumes no liability or responsibility of any kind for products manufactured by Sub-Zero that have been altered in any way, including the use of any parts and/or other components not specifically approved by Sub-Zero. Sub-Zero reserves the right to make design changes and/or improvements at any time. Specifications and designs are subject to change without notice.

⚠ WARNING

Do not operate equipment that has been misused, abused, neglected, damaged, or altered/modified from that of original manufactured specifications.

PRODUCT REGISTRATION CARD

The packet containing this manual also includes warranty information. Warranty coverage begins the day your new ice machine is installed.

IMPORTANT NOTE: Complete and mail the product registration card as soon as possible to validate the installation date. If you do not return your product registration card, Sub-Zero will use the date of sale to the Sub-Zero dealer as the first day of warranty coverage for your new ice machine.

CONTACT INFORMATION

Sub-Zero customer service: 800-222-7820

Website: subzero.com

ICE MACHINE REQUIREMENTS

- Models UC-15I and UC-15IO must have open site (gravity) drain available (see page 8).
- A grounded, polarized electrical power supply on a separate circuit servicing only this appliance is required. If GFCI (ground fault circuit interrupter) is required by your local electrical code or in an outdoor installation, it must be breaker type, not outlet type (see page 7).
- Must have cold water supply line available at ice machine (see page 8).
- Clearance and air temperature requirements must be met (see page 6).
- If built into a cabinet, ice machine must be removable for yearly cleaning procedure (see page 23).

ACCESSORIES

Optional accessories are available through your Sub-Zero dealer. To obtain local dealer information, visit the Showroom Locator section of our website, subzero.com.

⚠ WARNING

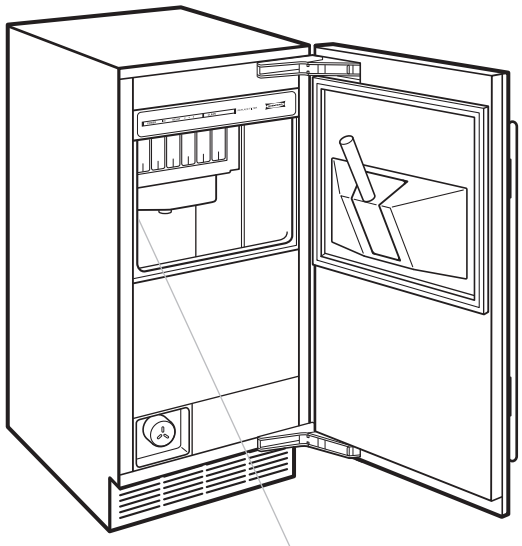
Proper installation requires connection to the water supply, a drain and a dedicated electrical circuit. These connections are the responsibilities of the owner/operator. Improper connections can result in personal injury, substantial property damage and erratic machine operation. If you are unsure of your ability to safely connect the ice machine, consult qualified professionals or contact Sub-Zero.

IMPORTANT NOTE: Failure to follow these installation guidelines may affect warranty coverage.

The model and serial number are listed on the rating plate in the upper left corner of the ice bin and on the back of the unit. Refer to the illustration below.

MODEL/SERIAL NUMBER LOCATION

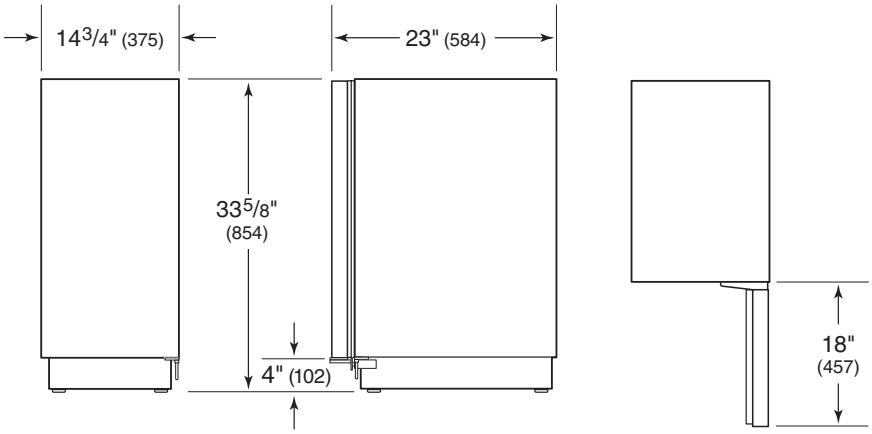
Models UC-15I, UC-15IP, UC-15IO & UC-15IPO



Dimensions in parentheses are in millimeters unless otherwise specified.

OVERALL DIMENSIONS

Models UC-15I, UC-15IP, UC-15IO & UC-15IPO



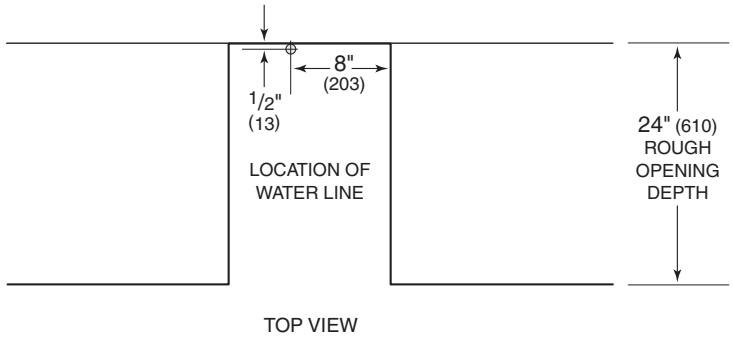
ALL MODELS

Overall Width	14 3/4" (375)
Overall Height (levelers in)	33 5/8" (854)
Overall Depth	23" (584)
Minimum Door Clearance	18" (457)
Rough Opening Width	15 1/4" (387)
Rough Opening Height	34 1/2" (876)
Minimum Height Required (levelers in)	33 5/8" (854)
Rough Opening Depth	24" (610)

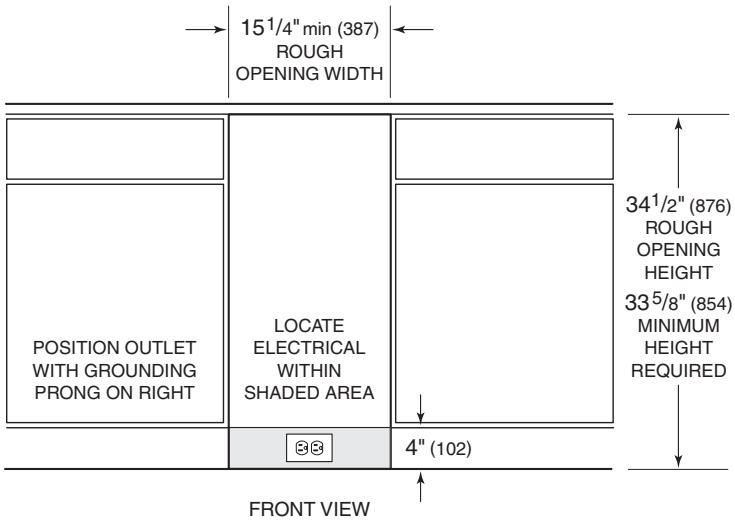
Dimensions may vary ± 1/8" (3).

Overall dimensions do not include panels or handles.

INSTALLATION SPECIFICATIONS



TOP VIEW


15 1/4" min (387) ROUGH OPENING WIDTH
34 1/2" (876) ROUGH OPENING HEIGHT
33 5/8" (854) MINIMUM HEIGHT REQUIRED
POSITION OUTLET WITH GROUNDING PRONG ON RIGHT
LOCATE ELECTRICAL WITHIN SHADED AREA
4" (102)

FRONT VIEW

LOCATION OF ICE MACHINE

The location selected for the ice machine must meet the following criteria. If any of these criteria are not met, select another location.

- The ice machine may be built into a cabinet, however the location must allow removal of the ice machine for cleaning and servicing. Service diagnostics are performed from the top of the ice machine.
- The location must be free of airborne and other contaminants.
- Do not place the unit within 18" (457) of a trash compactor or trash/recycling container.
- The air temperature must be at least 50°F (10°C), but must not exceed 100°F (38°C) for models UC-15I and UC-15IP and 110°F (43°C) for models UC-15IO and UC-15IPO.
- The location must not be near heat-generating equipment.
- The location must not obstruct air flow through the kickplate (airflow is in and out the front of the ice machine).
- The location must allow enough clearance for water, drain and electrical connections at the rear of the ice machine.
- Models UC-15IO and UC-15IPO may be installed outside.

⚠ CAUTION

The ice machine must be protected if it will be subjected to ambient temperatures below 32°F (0°C). Component failure caused by exposure to freezing temperatures is not covered by the warranty. See page 27.

AREA REQUIREMENTS

Before moving the ice machine in place, be sure the finished opening dimensions, electrical and plumbing locations are accurate. Refer to pages 7–11.

Be sure your plumber, electrician and cabinet installer have this information before finishing work is completed.

Models UC-15I and UC-15IO are gravity drain models that require a drain tube that is pitched down from the outlet at the back of the unit to the sanitary sewer connection. Models UC-15IP and UC-15IPO have a built in drain pump that will pump water up to a drain point, such as a nearby sink. Refer to specifications on pages 8–9.

IMPORTANT NOTE: If the ice machine is installed in a corner, the door swing may be limited due to handle contact with the wall or cabinet face.

IMPORTANT NOTE: The floor under the ice machine must be at the same level as the surrounding finished floor.

IMPORTANT NOTE: When you move the unit using a hand truck or dolly, position the dolly on the side of the unit and secure the door so it does not open while transporting the unit.

⚠ CAUTION

Any finished flooring should be protected with appropriate material to avoid any damage from moving the unit.

ELECTRICAL REQUIREMENTS

Prepare electrical circuit before installation of your ice machine. Installation requires a grounded (three-prong), polarized receptacle with a separate fuse/circuit breaker in an electrical service box.

VOLTAGE

⚠ WARNING

Do not use an extension cord or two-prong adapter. Electrical ground is required on this appliance. Do not remove the power supply cord ground prong.

All electrical work, including wire routing and grounding, must conform to local, state and national electrical codes. The following precautions must be observed:

- The ice machine must be grounded.
- A separate fuse/circuit breaker must be provided for each ice machine.
- The maximum allowable voltage variation is +/-10% of the rated voltage at ice machine start-up (when the electrical load is highest).
- The minimum wire size is #14 for less than 100 feet (30.5 m) or #12 for more than 100 feet (30.5 m) to 200 feet (61 m) (solid copper conductor only). The recommended breaker is 15 amp. Local or state electrical code, length of run or materials used, can increase the minimum wire gauge required. A qualified electrician must determine the proper wire size, although #14 is the minimum size allowed.

IMPORTANT NOTE: Observe correct polarity of incoming line voltage.

Incorrect polarity can lead to erratic ice machine operation and a safety issue.

MINIMUM CIRCUIT REQUIREMENT

The minimum circuit requirement is used to help select the wire size of the electrical supply. (Minimum circuit requirement is not the ice machine's running amp load.)

MAXIMUM BREAKER SIZE AND MINIMUM CIRCUIT AMPERAGE

Voltage/Phase/Cycle	115/1/60
Maximum Fuse/Circuit Breaker	15
Minimum Circuit Amps	4.1

GFCI REQUIREMENTS

For Models UC-15IO and UC-15IPO or if a GFCI (ground fault circuit interrupter) is required by local electrical code, it must be breaker type.

IMPORTANT NOTE

You must follow all National Electrical Code regulations. In addition, be aware of local codes and ordinances when installing your services.

PLUMBING REQUIREMENTS

IMPORTANT NOTE

Plumbing must conform to state and local codes.

WATER SUPPLY

Prepare water supply line and drain before installation of your ice machine. Installation requires a minimum 1/4" ID copper cold water line and compression fitting (not supplied). Models UC-15I and UC-15IO are supplied with a drain hose for gravity draining. The optional drain pump or pump models UC-15IP and UC-15IPO must be purchased if a gravity drain is not possible. Both drain methods require routing to an open site drain. Do not connect directly to drain line as bacteria from drain line may contaminate the ice machine.

The included water filter is designed to inhibit scale formation, filter sediment, and remove chlorine odor and taste. The life expectancy of the water filter is 6 months during normal usage. The ice machine control board will monitor water usage and indicate when replacement is required.

WATER INLET LINES

Follow these guidelines to install water inlet lines:

- Do not connect the ice machine to a hot water supply. Be sure all hot water restrictors installed for other equipment are working. (Check valves on sink faucets, dishwashers, etc.)
- If water pressure exceeds the maximum recommended pressure (80 psi–551.5 kPA), obtain a water pressure regulator from your local plumbing contractor.
- Install a water shut-off valve for the ice making water lines.
- Insulate the water inlet line to prevent condensation.

DRAIN CONNECTIONS

Follow these guidelines when installing drain lines to prevent drain water from flowing back into the ice machine and storage bin:

- Drain lines must have a 1 1/2" drop per 5 feet of run (2.5 cm per meter), and must not create traps.
- The floor drain must be large enough to accommodate drainage from all drains.
- Drain pump discharge line must terminate at an open site drain.
- Maximum rise – 12 feet (3.7 m)
- Maximum run – 100 feet (30.5 m)

APPROXIMATE HEIGHT OF ICE MACHINE DRAIN

Standard installation	5" (127)

⚠ CAUTION

Improper drainage can lead to water flowing back into ice machine and poor performance.

PLUMBING REQUIREMENTS

WATER SUPPLY AND DRAIN LINE SIZING/CONNECTIONS

	Water Temperature	Water Pressure	Ice Machine Fitting	Tubing Size up to Ice Machine Fitting
Ice Making Water Inlet	50°F (10°C) Min. 80°F (27°C) Max.	20 psi (137.9 kPA) Min. 80 psi (551.5 kPA) Max.	1/4" (6.4) ID Copper Tubing	1/4" (6.4) minimum inside diameter
Water Outlet UC-15I and UC-15IO	—	—	3/4" (19) Hose Barb	3/4" (19) minimum inside diameter
Water Outlet UC-15IP and UC-15IPO	—	—	3/8" (9.5) Hose	3/8" (9.5) ID minimum

NOTE: If air temperature is less than 60°F (16°C), water temperature must be equal to or greater than 50°F (10°C).

IMPORTANT NOTE

Plumbing must conform to state and local codes.

IMPORTANT NOTE: Although the ice machine has been designed to be serviced in place, in some cases it may be necessary to pull the unit out for service. For that reason do not restrict access to the unit at the front, top and bottom.

If a floor is to be installed after the ice machine, shims the thickness of the floor should be installed under the unit to keep the ice machine level with the floor. Also, allow 1/8" (3) clearance on each side of the unit for protruding screw heads.

Installations on a slab: Use a Model UC-15IPO or UC-15IP, with built-in drain pump and pump the water to the point of drainage. Drain pump models will pump 12 feet (3.7 m) high.

Installations over a crawl space or basement: If there is not enough room behind the ice machine for a drain/waste water receptacle, the drain will have to be below the floor.

Dimensions in parentheses are in millimeters unless otherwise specified.

INSTALLATION

INSTALLATION PROCEDURE

1) Prepare the site by following the instructions under Electrical Requirements and Plumbing Requirements on pages 7–9.
2) Remove ice machine from carton.
3) Inspect for damage.
4) Remove literature/warranty packet and drain hose from inside the ice machine.
5) Adjust leg levelers. Refer to Leveling on page 12.
6) Reverse door if desired. See pages 12–13.
7) **Gravity drain model:** Install drain hose to drain on back of ice machine and route to open site drain. Refer to Plumbing Requirements on pages 8–9.

   Pump model: Route drain tubing through drain fitting on the back of the ice machine and install drain hose on drain pump. Route other end of drain tubing to drain site. Refer to Plumbing Requirements on pages 8–9.
8) Use compression fitting to connect the Water Inlet on back of ice machine to the prepared 1/4" ID cold water line. Refer to Plumbing Requirements on pages 8–9.
9) Open the shut-off valve on the water line.
10) Check all visible connections for water leakage. Failure to do so could cause flooding.
11) Connect electrical plug to grounded (three-prong), polarized outlet. See Electrical Requirements on page 7.

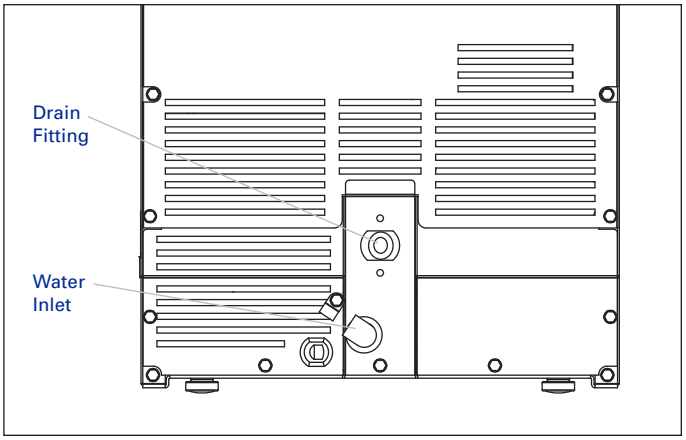
⚠ WARNING

The ice machine must be grounded in accordance with national and local electrical codes. Do not use an extension cord or adapter.

⚠ WARNING

Improper water supply and drain connections can result in personal injury and substantial property damage. These connections are the responsibility of the owner/operator.

12) Place ice machine back in position and check leveling again. Make any necessary adjustments.



Connect to drain

Dimensions in parentheses are in millimeters unless otherwise specified.

INSTALLATION

13) Prepare sanitizer solution and sanitize the ice machine according to In Place Cleaning/Sanitizing Steps 6 and 7 on page 25.

14) Put one gallon (4 L) of cold water into a container that will easily pour under the lifted water shutters. Refer to page 17 to identify water shutters. Open shutters and add one gallon (4 L) of cold water. Watch for proper drainage.

15) Press **POWER** button.

16) At initial start-up, ice machine will need approximately 30 minutes to freeze ice and up to 5 minutes to harvest the ice. Wait for first cycle of cubes to drop to ensure proper installation.

⚠ CAUTION

Do not cover the kickplate area.

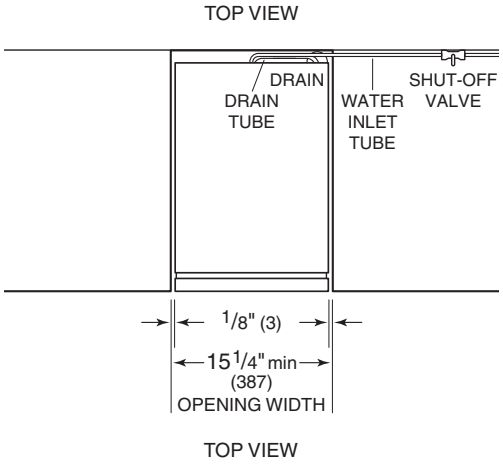
The unit must be allowed to have ventilation through these fins. The door panel may hang in front of the fins, but a decorative kickplate must not cover the fins.

The kickplate can be painted another color, if you choose. Follow these easy steps:

- Rough up surface to be painted with fine grit sandpaper.
- Wipe with alcohol to ensure it is clean and dry.
- Use an appliance or industrial grade, oil base, high gloss enamel paint.

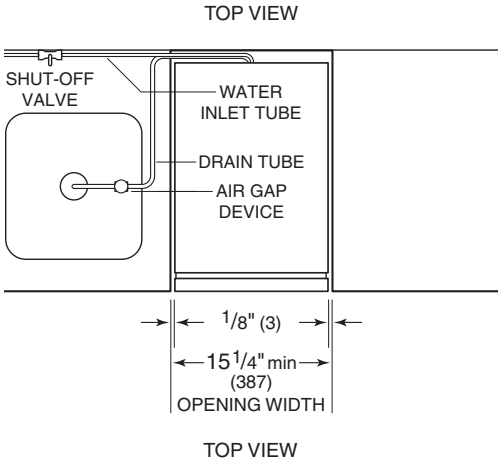
INSTALLATION SPECIFICATIONS

Gravity drain model



INSTALLATION SPECIFICATIONS

Pump model



INSTALLATION

LEVELING

1) Adjust the levelers close to desired height.

2) Move the bin into its final position.

3) Level the ice machine to assure that the bin door closes and seals properly. Use a level on top of the bin. Turn the base of each foot as necessary to level the bin. Refer to the illustration below.

SECURE THE ICE MACHINE

To secure the ice machine, install two #8 x 1/2" flat head screws through each hinge. Refer to the illustration below.

SIDE PANELS

With the Sub-Zero ice machine, you must securely fasten the side panels to the adjacent cabinets and floor.

Panels should be fastened to the floor and walls using 'L' brackets (hardware not provided). To help you move the unit into place, rout out an area in the floor so the 'L' bracket will sit flush with the floor level. Brackets and screws are provided for mounting the unit to adjoining cabinets and side panels.

REVERSE THE DOOR SWING

The hinged side of the door may be reversed to the other side if desired.

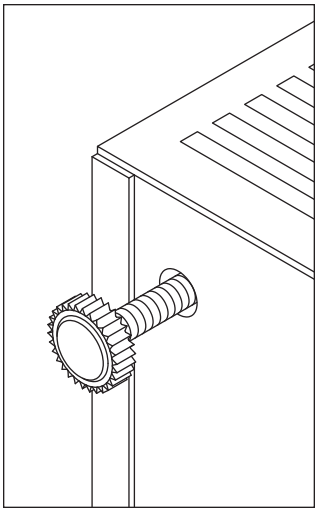
The Sub-Zero ice machine is shipped with the door hinged at the right. The door and hinges are designed for placing the hinges on either the right or the left side of the unit. Moving the hinges to the left in the pre-drilled holes, allows the door to pivot from the left side. Refer to the illustrations below.

IMPORTANT NOTE: The plastic molding which covers the top area of the door, packaged with the ice machine, is required for this procedure.

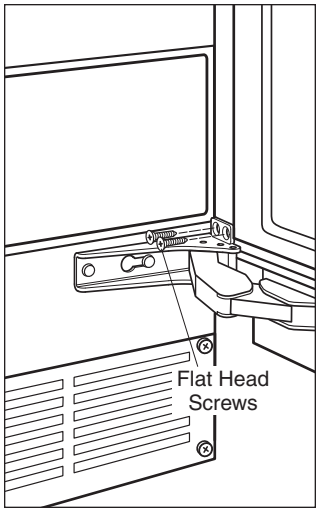
1) To begin, remove the four screws that secure the door hinges to the ice machine. Refer to the illustration below.

NOTE: Remove the shim located between the cabinet and bottom hinge, this shim will transfer to the left side bottom hinge.

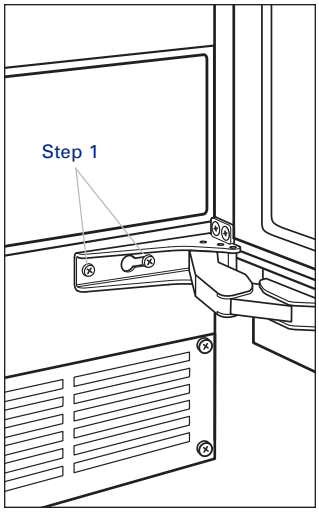
2) Remove the hinges from the door by removing the four screws (two each hinge) that secure the hinges to the door. Refer to the illustration below.



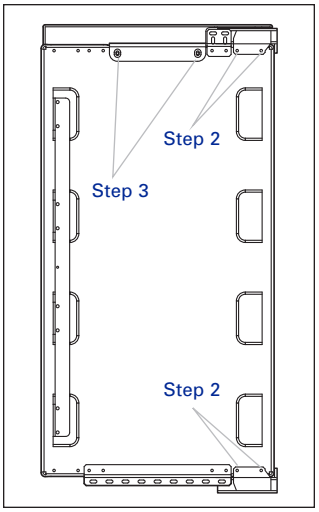
Leg leveler



Securing the ice machine



Remove door



Remove hinges and plastic trim piece

INSTALLATION

3) Remove the upper plastic trim piece (right hand configured) from the door by removing the two screws that secure it to the door. Then replace it with left hand trim piece. Refer to the illustration on page 12.

4) Transfer the hinges to the left side of the door and re-attach. The upper hinge will need to become the lower hinge and the lower hinge will now need to become the upper. Refer to the illustration below.

5) Remove the top ice machine cover by removing the two screws along the back of the unit. Refer to the illustration below.

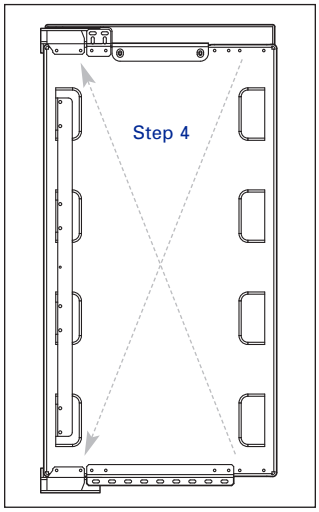
6) Remove four screws from the front top rail. Refer to the illustration below.

7) Pivot top rail end for end to expose the two left hand top hinge screw holes and reinstall.

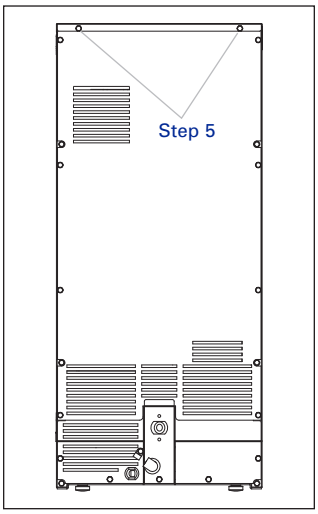
8) Remove 2 screws from bottom trim plate and slide to cover right hand hinge mounting screw holes and expose left hand hinge mounting screw holes. Refer to illustration below.

9) Install the door using the left-hand door mounting holes. Install shim removed in step 1 between the hinge and cabinet.

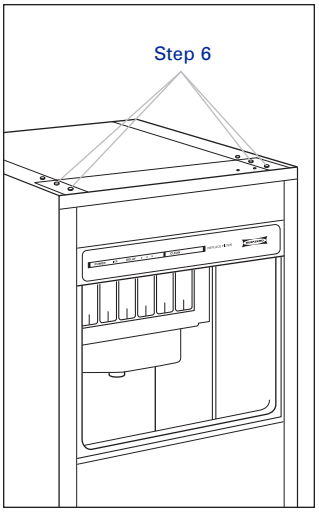
10) Check the operation of the door by opening.



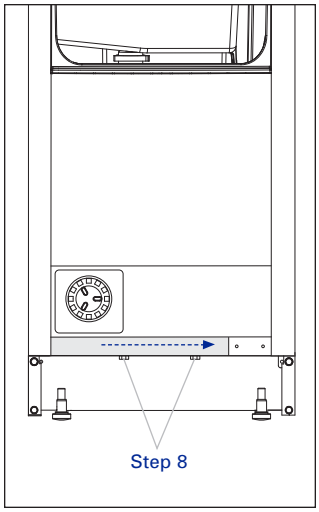
Transfer hinges and reattach



Remove top cover



Remove front top rail



Slide bottom trim plate

INSTALLATION

DOOR PANEL INSTALLATION

PANEL DESIGN

Additional panel design information can be found in the Sub-Zero design guide. Check our website at subzero.com.

You should be sure of the door panel size and placement before proceeding with the installation. If you have questions, contact your Sub-Zero dealer or cabinet supplier. Instructions regarding sizing of the door panel are provided in the Sub-Zero design guide.

For door handle hardware, a D-style pull centered on the edge opposite the door hinge side is recommended. Screw heads may have to be countersunk to ensure that the hardware does not interfere with the panel fitting flush with the unit door.

DOOR PANEL DIMENSIONS

Door Panel Width – 1/8" (3) reveal	15" (381)
Door Panel Height – 1/8" (3) reveal 4" (102) toe space	30 3/8" (772)
Door Panel Thickness	5/8" (16) min
Door Panel Weight	15 lbs (6.8 kg) max

Dimensions may vary ± 1/8" (3).

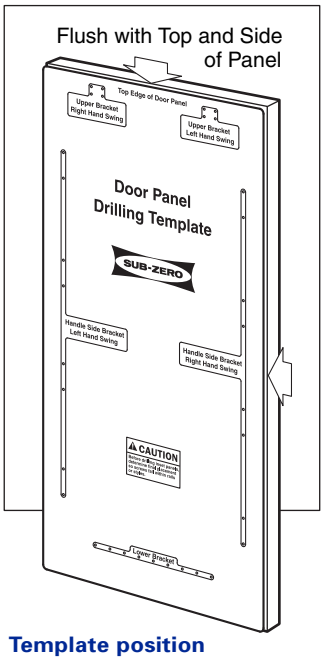
Remove the handle side bracket attached to the front of the door and set aside.

Place the door panel lying face down on a protected surface to ensure the front is not scratched or damaged.

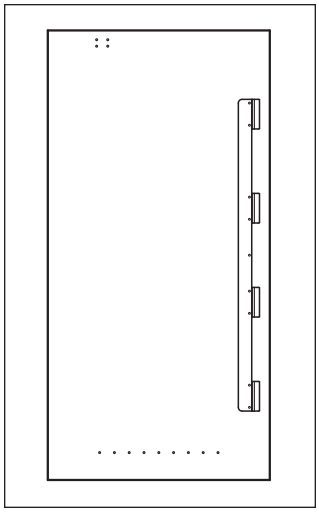
Position the template provided flush with the upper edge of the door. Be sure you are following the exact location for the RH or LH door position. Refer to the illustration below.

IMPORTANT NOTE: Remember you are viewing the door panel from the back side in the illustration. The overall size of the panel shown is the minimum size necessary to cover the door of the unit. The exact measurements of your door panel may vary depending on the particular installation you are following.

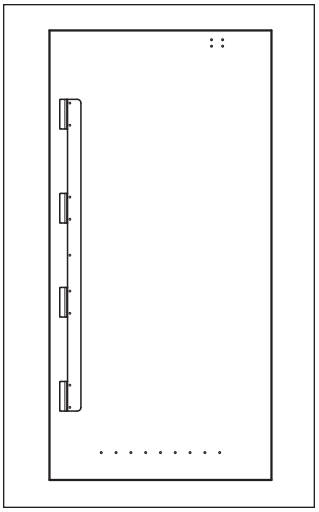
Once you have located the proper position for the hardware, mark the holes, remove template, and drill pilot holes for mounting of the hardware. We recommend starting the first few holes, positioning the hardware, drilling remaining pilot holes, and securing the mounting brackets with the #8 x 1/2" screws. Refer to the illustrations below.


Flush with Top and Side of Panel
Top Edge of Door Panel
Upper Bracket Right Hand Swing
Upper Bracket Left Hand Swing
Door Panel Drilling Template
SUB-ZERO
Handle Side Bracket Left Hand Swing
Handle Side Bracket Right Hand Swing
CAUTION
Lower Bracket

Template position



Right-hand door panel



Left-hand door panel

INSTALLATION

⚠ CAUTION

Exercise caution when drilling holes for mounting hardware. This is especially critical with inset panels.

Install the door panel by engaging the tabbed bracket to the door first and then sliding the hinge side hardware over the positioning screws. You will have a 1/4" inch adjustment, up and down, side to side, with this hardware.

Once you have the door in place, attach the remaining #8 x 1/2" screws to the hinge side mounting bracket and install decorative caps.

⚠ CAUTION

If the reveal on the hinge side of the door panel is less than 1/4", and the panel has a square corner, severe finger pinching or damage to the unit may occur.

90-DEGREE DOOR STOP

The Sub-Zero ice machine has a 90-degree door stop. Follow these steps for installation:

1) Open the door approximately 80 degrees.
2) Insert the stop pin into the bottom door hinge (pin enters from the top). The pin must be inserted until the head has made contact with the hinge body. Refer to the illustration below.
3) Insert the stop pin into the top door hinge (pin enters from the bottom).
4) Check for proper operation.

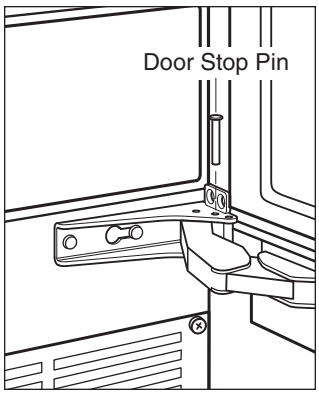
HINGE COVER INSTALLATION

IMPORTANT NOTE: Install the hinge covers after installation of the ice machine is complete. The 90-degree door stop must be installed prior to installing the hinge covers.

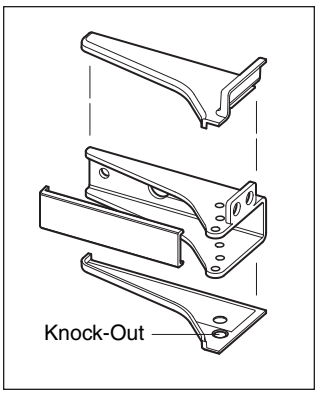
1) Remove the backing paper of the adhesive pads and bond to the hinge.
2) Install center covers (magnets will secure these covers). Refer to the illustration below.

IMPORTANT NOTE: Hinges must be free of dirt or grease before applying covers.

IMPORTANT NOTE: It will be necessary to remove the knock-out in the hinge cover when the 90-degree door stop is used.



90-degree door stop



Hinge cover installation

Dimensions in parentheses are in millimeters unless otherwise specified.

INSTALLATION CHECKLIST

IMPORTANT NOTE: To ensure a safe and proper installation, the following checklist should be completed by the installer to ensure that no part of the installation has been overlooked.

Any questions or problems about the installation should be directed to your Sub-Zero dealer or Sub-Zero customer service at 800-222-7820. You can also visit our website at subzero.com.

CONTACT INFORMATION

Sub-Zero customer service: 800-222-7820

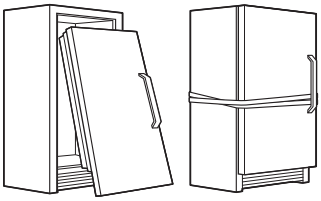
Website: subzero.com

- ☐ Check to see if the unit is operating before you install. If not, is the unit plugged in? Is the water turned on?
- ☐ If applicable, is the door panel installed properly?
- ☐ Have any installation or service problems been noted on the product registration card? Instruct the owner to register the product.
- ☐ Is the ice machine level?
- ☐ Has all of the internal packing been removed?
- ☐ Have all of the electrical and water connections been made?
- ☐ Has the supply voltage been tested and verified against the information on the rating plate?
- ☐ Is there proper clearance in front of the kickplate for air circulation?
- ☐ Has the ice machine been installed where ambient temperatures will remain in the range of 50–100°F (10–38°C) for models UC-15I and UC-15IP, and 50–110°F (10–43°C) for models UC-15IO and UC-15IPO?
- ☐ Has the ice machine been installed where the incoming water temperature will remain in the range of 50–80°F (10–27°C)?
- ☐ Is the ice machine drain line routed to an open site drain for gravity drains and per instructions for pump units?
- ☐ Has the owner/operator been instructed regarding maintenance and the use of cleaner and sanitizer?
- ☐ Has the ice machine and bin been sanitized?
- ☐ Have the water and drain connections been examined for leaks?

NOTE: If air temperature is less than 60°F (16°C), water temperature must be equal to or greater than 50°F (10°C).

⚠ WARNING

If you are storing or disposing of your old refrigerator, freezer or ice machine please do it safely. Remove the doors or tightly secure the doors closed. Child entrapment accidents can be tragic.



ICE MACHINE FEATURES

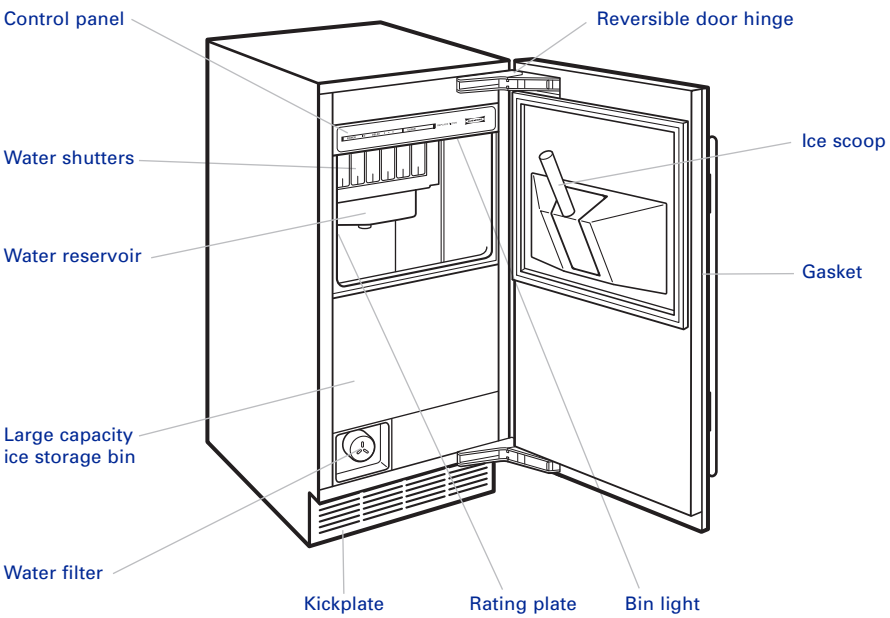
- Undercounter ice machine
- Models UC-15I and UC-15IO have a gravity drain, while Models UC-15IP and UC-15IPO have a built-in pump to allow greater installation flexibility.
- 24" (610) depth design for a complete integrated look
- Door accepts custom panels
- Automatic ice maker provides high-quality, clear ice
- Ice storage bin capacity of up to 25 lbs (11 kg)
- Automatic defrost
- Reversible door swing
- Front venting with removable kickplate allows unit to be serviced from the front
- Solid core door with gasket and door closer
- UL approved for US and Canada
- Two, five and twelve year residential warranty – exclusions apply, see warranty at the end of this guide

WARRANTY

Sub-Zero products are covered by a two, five and twelve year residential warranty (exclusions apply). See warranty details at the end of this guide.

MODELS UC-15I, UC-15IP, UC-15IO & UC-15IPO

Ice Machine



Dimensions in parentheses are in millimeters unless otherwise specified.

BEFORE STARTING THE ICE MACHINE

SANITIZE

It is important to clean and sanitize the ice machine prior to use to ensure optimum ice quality.

To ensure proper operation, follow the Operational Checks on pages 20–22. Starting the ice machine and completing the Operational Checks are the responsibilities of the owner/operator.

Adjustments and maintenance procedures outlined in this manual are not covered by the warranty.

⚠ WARNING

Do not operate equipment that has been misused, abused, neglected, damaged, or altered/modified from that of original manufactured specifications.

⚠ WARNING

Do not store food or beverage in the ice machine.

CONTROL PANEL

FUNCTIONS

POWER Button (Green)

Pressing the **POWER** button once will activate the ice machine and green **POWER** light. Pressing the **POWER** button a second time will de-activate the ice machine.

Automatic Ice Making Light (Blue)

The **ICE** light is illuminated when the ice machine is in the ice making position. The light is off when the ice machine is in the clean cycle.

Delay Start

Pressing the **DELAY** button will initiate a delay cycle. The ice machine will not run until the delay time expires.

- Pressing the button once will illuminate the **2** hour light and initiate a two hour delay period.
- Pressing the button a second time will illuminate the **4** hour light and initiate a four hour delay period.
- Pressing the button a third time will illuminate the **8** hour light and initiate an eight hour delay period.
- Pressing the button a fourth time will cancel the delay cycle.

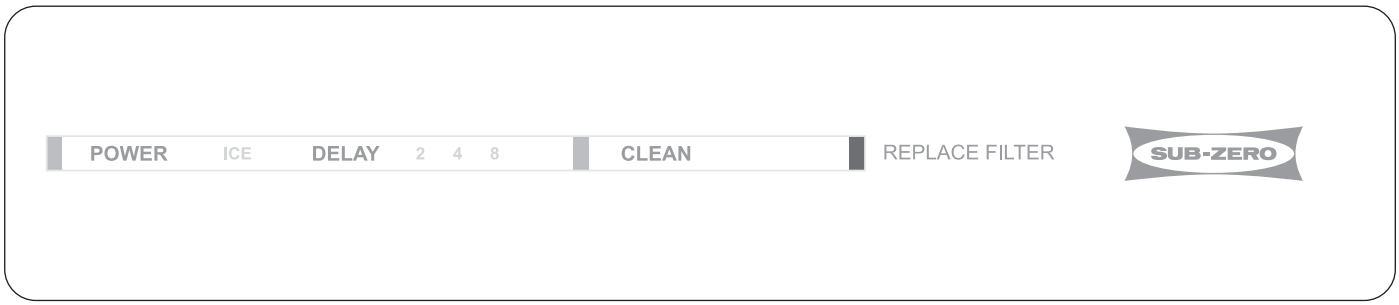
CLEAN Button (Green)

Pressing the **CLEAN** button will initiate a clean cycle and de-activate the **ICE** light. The **CLEAN** light will flash during the clean cycle to indicate the proper time to add ice machine cleaner or sanitizer.

Replace Filter (Red)

When the ice machine completes 8000 freeze/harvest cycles the light will illuminate to indicate the filter needs replacement. Depressing the **CLEAN** button for 6 seconds will reset the counter and light.

ICE MACHINE CONTROL PANEL



SEQUENCE OF **OPERATION**

Depending on ambient conditions and cold water supply temperature, the ice making process will take approximately 30 minutes.

1) Initial Start-Up or Start-Up After Automatic Shut-Off — Water Fill

Before the compressor starts, the water inlet valve will purge old water from the system for about 3 minutes.

2) Refrigeration System Start-Up

The compressor starts after the Water Fill cycle and remains on throughout the Freeze and Harvest cycles. The condenser fan motor starts and runs throughout the Freeze cycle.

3) Freeze

The water pump sprays water into the inverted cups.

The water freezes layer by layer, until an ice cube forms in each cup. The control system will adjust the length of the Freeze cycle to conditions.

4) Harvest

The water pump shuts off and the water inlet valve starts up to assist harvest and refill the water sump.

The evaporator is warmed, allowing the cubes to release from the evaporator and drop into the storage bin. The control system will adjust the length of the Harvest cycle to conditions and regulate whether the condenser fan will run.

At the end of the Harvest cycle, the ice machine will start another Freeze cycle (Step 3).

5) Automatic Shut-Off

The level of ice in the storage bin controls the ice machine shut-off. When the bin is full, ice will contact the bin thermostat bulb holder. The bin thermostat bulb cools, which stops the ice machine.

The ice machine remains off until ice no longer contacts the bin thermostat bulb holder and the thermostat bulb warms up. The increase in temperature will restart the ice machine (Step 1).

OPERATIONAL CHECKS

Sub-Zero ice machines are factory-operated and adjusted before shipment. Normally, new installations do not require any adjustment.

To ensure proper operation, always follow the Operational Checks:

- when starting the ice machine for the first time
- after a prolonged out of service period
- after cleaning and sanitizing

NOTE: Routine adjustments and maintenance procedures are not covered by the warranty.

WATER LEVEL

The ice machine maintains the correct water level. The water level is not adjustable.

BIN THERMOSTAT ADJUSTMENT

The bin thermostat stops the ice machine when the bin is full. Turn the thermostat to the left to decrease the level of ice in bin or to the right to increase the level of ice in bin.

OPERATIONAL CHECKS

TESTING AND ADJUSTING THE BIN THERMOSTAT

The bin thermostat stops the ice machine when the bin is full. It is preset for normal ambient temperatures and adjustments are usually not required.

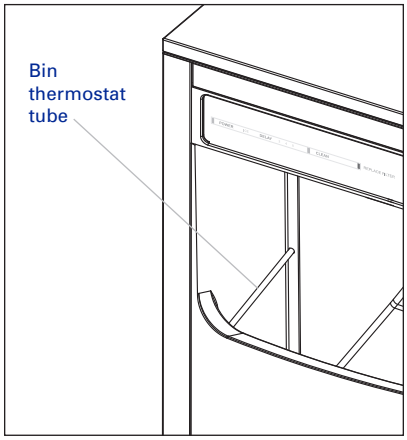
The thermostat is functioning correctly if, when three ice cubes are placed on the thermostat tube for 5 minutes, the ice machine stops. The ice machine should restart 5 minutes after the cubes are removed.

If the ice machine stops before the bin is full or runs after the bin is full, ambient temperatures are probably high or low and the bin thermostat can be adjusted as follows:

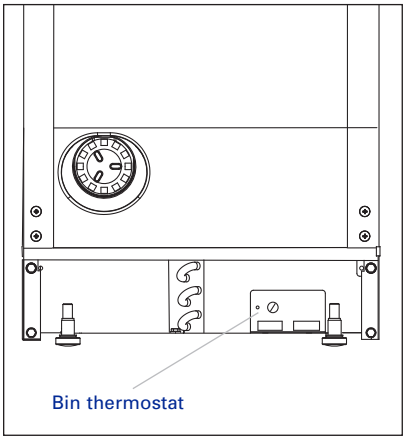
⚠ WARNING

Power is supplied to ice machine during this procedure. Avoid contact with the fan blade and the electrical connections.

1) To access the thermostat, remove the four screws attaching the kickplate and tilt forward to remove.
2) Turn the thermostat to the left to decrease the level of ice before automatic shut-off. Turn to the right to increase the level of ice before automatic shut-off.
3) Reassemble the kickplate.



Bin thermostat tube



Bin thermostat

OPERATIONAL CHECKS

CUBE WEIGHT ADJUSTMENT

The cube weight can be increased from the factory setting by adjusting the finish time.

Additional finishing time check:

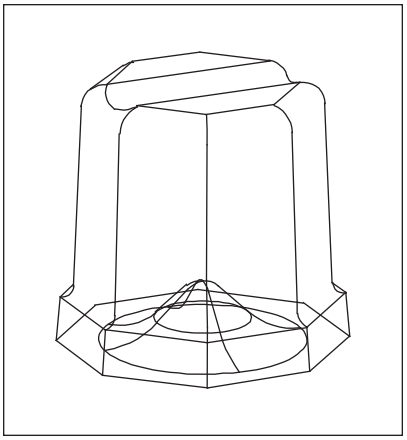
1) Press and hold the **POWER** button for 5 seconds.
2) Count the flashes on the **ICE** light.

The light will flash once for each additional minute of freeze cycle time.

Adjusting finishing time:

Adjust in 1 minute increments and allow the ice machine to run several freeze/harvest cycles, then inspect the ice cubes. If a heavier cube weight is desired add another minute of freeze time and repeat the process.

1) Press and hold the **POWER** button.
2) Press and release the **CLEAN** button once for each additional minute of freeze cycle time desired.
3) Five minutes is the maximum additional freeze time that can be added. Pressing the **CLEAN** button 6 times will reset the finishing time to zero additional minutes.



Cube weight increases or decreases depending on the amount of dimple in the cube

CLEANING

You are responsible for maintaining the ice machine in accordance with the instructions in this manual. Maintenance procedures are not covered by the warranty.

⚠ WARNING

If you do not understand the procedures or the safety precautions that must be followed, call your local Sub-Zero authorized service center to perform the maintenance procedures for you.

We recommend that you perform the following maintenance procedures a minimum of once every six months to ensure reliable, trouble-free operation and maximum ice production.

To ensure efficient operation, Sub-Zero recommends an annual cleaning performed by a qualified service company. The ice machine will require disassembly, cleaning and sanitization. For the name and number of an authorized service center in your area check the contact and support section of our website or call 800-222-7820.

Basic cleaning and maintenance of your ice machine, will increase its reliability, increase performance, and help save on water and power consumption. Ice production will be maintained and unwanted repairs due to maintenance issues will be minimized.

CLEANING SCHEDULE

Maintenance	Weekly	Semi-annual	After prolonged shutdown	At start-up
Clean cabinet exterior	▪	▪	▪	▪
Sanitize ice bin		▪	▪	▪
Replace water filter*		▪	▪	
Clean condenser coil		▪	▪	
Check ice quality	▪	▪	▪	▪

**Poor water quality may require more frequent cleaning, sanitizing and water filter replacements.*

EXTERIOR CLEANING

STAINLESS STEEL EXTERIOR

To clean the exterior of a stainless steel model, use a soft, nonabrasive stainless steel cleaner like Signature polish and apply with a soft 100% lint-free cloth. Signature polish is available from Signature Limited Laboratory, P. O. Box 13436, Dayton, Ohio 45413, or call 877-376-5474.

To bring out the natural luster of the stainless steel, lightly wipe the surface with a water-dampened microfiber cloth followed by a dry polishing chamois. All work should follow the grain direction of the finish. Better results are obtained by keeping the cloth in continuous contact with the stainless steel.

CLEANING **THE CONDENSER**

⚠ WARNING

Disconnect electric power to the ice machine at the electric service switches before cleaning the condenser.

A dirty condenser restricts airflow, resulting in excessively high operating temperatures. This reduces ice production and shortens component life. Clean the condenser at least every six months. Follow the steps below.

1) Remove the four screws attaching the kickplate and tilt forward. Clean kickplate openings before replacing.
2) Clean the outside of the condenser with a soft brush or a vacuum with a brush attachment. Clean from top to bottom, not side to side. Be careful not to bend the condenser fins.
3) Shine a flashlight through the condenser to check for dirt between the fins. If dirt or grease remains between the fins or the condenser fins are bent or flattened, consult your service representative.

INTERIOR CLEANING

Perform an in place cleaning/sanitizing procedure monthly and a cleaning/sanitizing procedure every 6 months for efficient operation. If the ice machine requires more frequent cleaning and sanitizing, consult a qualified service company to test the water quality and recommend appropriate water treatment. An extremely dirty ice machine must be taken apart for cleaning and sanitizing.

⚠ CAUTION

Damage to the ice machine evaporator caused by incorrect chemical usage is not covered by the warranty. Use only Sub-Zero approved ice machine cleaner (7013400) and sanitizer (7013401) only.

IN PLACE CLEANING/SANITIZING

This procedure allows semi-annual in place cleaning of all surfaces that come in contact with the water system.

IMPORTANT NOTE: Contact qualified service personnel for disassembly.

The quality of your potable water supply may require more frequent cleaning intervals.

Use ice machine cleaner to remove lime scale or other mineral deposits. Ice machine sanitizer disinfects and removes algae and slime.

NOTE: All ice must be removed from the bin.

⚠ WARNING

Follow all labels and warnings on cleaner and sanitizer bottles.

1) Prepare 4 oz (118 ml) of undiluted ice machine cleaner (7013400 only) in a container that will fit easily under the lifted water shutters. Refer to page 17 to identify the water shutters.
2) Press the **CLEAN** button. The ice machine will initiate a 2 minute harvest to remove any remaining ice from the evaporator.
3) Remove all ice from the bin.
4) Wait 3 minutes until the **CLEAN** light flashes, then add the prepared cleaner by lifting the water shutters and pouring directly into the spray area.
5) The ice machine will automatically time out a ten minute cleaning cycle, followed by eight rinse cycles, and stop. The **CLEAN** light will turn off to indicate the clean cycle is complete. This entire cycle lasts approximately 30 minutes.
6) Prepare 1 tablespoon (15 ml) of undiluted ice machine sanitizer (7013401 only) in a container that will fit into the same area.
7) Press the **CLEAN** button. Wait 3 minutes until the **CLEAN** light flashes, then add the prepared sanitizer by lifting the water shutters and pouring directly into the spray area. The ice machine will automatically time out a ten minute sanitizing cycle, followed by eight rinse cycles, and stop. The **CLEAN** light will turn off to indicate the sanitizing cycle is complete. This entire cycle lasts approximately 30 minutes.

   NOTE: The ice machine will automatically continue from the previous point before the clean cycle was initiated.

   a) If the ice machine was in the ice making cycle, the control board will start ice making again.

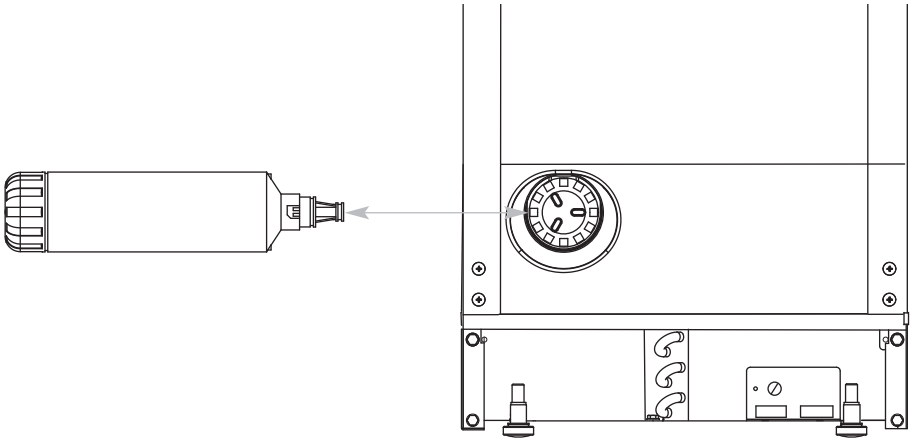
   b) If the ice machine was in the off cycle, the control board will turn off.

WATER FILTER REPLACEMENT

To replace the water filter incoming water does not need to be turned off. The unit is equipped with an auto bypass feature which bypasses the filter when removed.

1) Turn the filter 1/4 turn counter clockwise and it will pop out.
2) Reverse the process to re-install.

IMPORTANT NOTE: Poor water quality may require more frequent cleaning, sanitizing and water filter replacement.



Water filter replacement

ICE MACHINE **MAINTENANCE**

REMOVAL FROM SERVICE, LONG TERM STORAGE AND WINTERIZATION

Special precautions must be taken if the ice machine is to be removed from service for an extended period of time or exposed to ambient temperatures of 32°F (0°C) or below.

⚠ CAUTION

If water is allowed to remain in the ice machine in freezing temperatures, severe damage to some components could result. Damage of this nature is not covered by the warranty.

Follow the procedure below.

1) Perform a cleaning and sanitizing procedure to prevent mildew growth.
2) Disconnect the electric power at the circuit breaker or the electric service switch.
3) Turn off the water supply.
4) Remove the water from the water reservoir.
5) Disconnect and drain the incoming ice-making water line at the rear of the ice machine.
6) Disconnect vinyl hose from water pump and allow to drain.
7) Make sure water is not trapped in any of the water or drain lines. Compressed air can be used to blow out the lines.
8) Use a spray bottle and a solution of 1 tablespoon (15 ml) sanitizer to 1 gal (4 L) water and spray all interior surfaces. Do not rinse, allow to air dry.
9) Block the door partially open to provide air exchange and prevent mildew growth.

TROUBLESHOOTING GUIDE

SERVICE CENTER

Contact your Sub-Zero dealer or check the Locator section of our website, subzero.com, for the authorized service center nearest you.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Ice machine will not run	No electrical power to the ice machine	Replace the fuse, reset the breaker, turn on the main switch or plug in ice machine.
	POWER button has not been depressed	Refer to page 19 and activate the ice machine.
	Bin thermostat incorrectly adjusted	Adjust bin thermostat, refer to page 21.
	Drain pump safety switch is open	Verify line is not kinked or crimped then call for service.
Ice machine runs and no ice is produced	No water to ice machine	Correct water supply.
	Incorrect incoming water pressure	Water pressure must be 20–80 psi (1.4 bar–5.5 bar).
	Spray nozzles blocked with mineral buildup	Clean and sanitize the ice machine, refer to pages 23–25.
	Ambient temperature is too high or low	Ambient temperature must be between 50–100°F (10–38°C) for models UC-15I and UC-15IP, and between 50–110°F (10–43°C) for models UC-15IO and UC-15IPO.
	Water filter is clogged	Complete semi-annual maintenance, refer page 23.

TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Freeze cycle is long, low ice production	Water temperature is too high	Connect a cold water supply, verify check valves in faucets and other equipment are functioning correctly.
	Dirty condenser	Clean condenser, see page 24.
	High air temperature entering condenser	Air temperature must not exceed 100°F (38°C) for models UC-15I and UC-15IP, and 110°F (43°C) for models UC-15IO and UC-15IPO.
	Water filtration is poor	Replace the filter.
	Water inlet valve stuck open or leaking	Turn off ice machine. If water continues to enter ice machine, the water inlet valve must be replaced. Call for service.
	Water inlet valve is not working	Water inlet valve must be replaced. Call for service.
	Refrigeration problem	Call for service.
	Kickplate is obstructed	Remove obstruction.
Ice quality is poor, cubes are shallow, incomplete or white	Ice machine is dirty	Clean and sanitize the ice machine, see pages 23–25.
	Water filtration is poor	Replace the filter.
	Water softener is working improperly (if applicable)	Repair the water softener.
	Poor incoming water quality	Contact a qualified service company to test the quality of the incoming water and make appropriate filter recommendations.

SERVICE INFORMATION

CONTACT INFORMATION

Sub-Zero customer service: 800-222-7820

Website: subzero.com

If you do need service, be sure to have the model and serial number of your unit when you call. You'll find these numbers on the rating plate. Refer to the illustration on page 4. For warranty purposes, you will also need the date of installation and the name of your Sub-Zero dealer. Record this information below for future reference.

Model Number _____

Serial Number _____

Installation Date _____

Sub-Zero Authorized Service Center and Phone

_____

Sub-Zero Dealer and Phone

_____

BEFORE CALLING FOR SERVICE

Before calling a Sub-Zero authorized service center, refer to the Troubleshooting Guide on pages 28–29. Check the household fuse or circuit breaker to see if it has been blown or tripped and that the electrical connection to the appliance has not been disconnected. A power outage may also have caused a disruption in service.

PRODUCT REGISTRATION

Register your new Sub-Zero today so that we may ensure your satisfaction. You may register by one of the following options:

1) Mail in the completed Sub-Zero product registration card.
2) Register online at **subzero.com**.
3) Register by phone by calling the Sub-Zero customer service department at **800-222-7820**.

The model and serial numbers of your unit are printed on the enclosed Sub-Zero product registration card. If you provide us with your e-mail address, we will send you exciting new product updates and recipes as they become available, along with information on special events.

The information and images in this book are the copyright property of Sub-Zero, Inc. Neither this book nor any information or images contained herein may be copied or used in whole or in part without the express written permission of Sub-Zero, Inc.

©Sub-Zero, Inc. all rights reserved.

Sub-Zero Products Limited Warranty

RESIDENTIAL USE ONLY

FULL FIVE YEAR SEALED SYSTEM WARRANTY
LIMITED SIXTH THROUGH TWELFTH YEAR WARRANTY ON THE SEALED SYSTEM
FULL TWO YEAR WARRANTY ON TOTAL PRODUCT*

FULL FIVE YEAR SEALED SYSTEM WARRANTY

For five years from the date of original installation, your Sub-Zero warranty covers all parts and labor to repair or replace any components that prove to be defective in materials or workmanship in the sealed system. The sealed system consists of the compressor, condenser, evaporator, drier and all connecting tubing.

FULL TWO YEAR WARRANTY*

For two years from the date of original installation, your Sub-Zero warranty covers all parts and labor to repair or replace any part of the product, that proves to be defective in materials or workmanship.

LIMITED SIXTH THROUGH TWELFTH YEAR SEALED SYSTEM WARRANTY

From the 6th through the 12th year from the date of original installation, your Sub-Zero warranty covers all parts that prove to be defective in materials or workmanship in the sealed system (parts only). The sealed system consists of the compressor, condenser, evaporator, drier and all connecting tubing.

TERMS APPLICABLE TO EACH WARRANTY

All service provided by Sub-Zero under the above warranty must be performed by an authorized Sub-Zero service center, unless otherwise specified by Sub-Zero. Service will be provided in the home during the normal business hours. This warranty applies only to products installed for normal residential use. Details regarding a non-residential warranty are available upon request.

The warranty applies only to products installed in any one of the fifty states of the United States, the District of Columbia or the ten provinces of Canada. This warranty does not cover any parts or labor to correct any defect caused by negligence, accident or improper use, maintenance, installation, service or repair, including but not limited to improper removal and reinstallation (whether in the unit or at a remote location) of the condensing unit.

THE REMEDIES DESCRIBED ABOVE FOR EACH WARRANTY ARE THE ONLY ONES THAT SUB-ZERO WILL PROVIDE, EITHER UNDER THESE WARRANTIES OR UNDER ANY WARRANTY ARISING BY OPERATION OF LAW. SUB-ZERO WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THESE WARRANTIES OR ANY OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights, which vary from state to state.

To receive parts and/or service and the name of the Sub-Zero authorized service center nearest you, contact your Sub-Zero dealer, distributor or the Sub-Zero Customer Service Department, P. O. Box 44130, Madison Wisconsin, 53744-4130; check the Contact & Support section of our website, subzero.com, or call 800-222-7820.

*Stainless Steel (classic, platinum and carbon) doors, panels, product frames and stainless interior surfaces are covered by a limited 60 day parts and labor warranty for cosmetic defects.

*Replacement water filter and air purification cartridges are not covered by the product warranty.

SUB-ZERO, INC. P.O. BOX 44130 MADISON, WI 53744-4130 800-222-7820 SUBZERO.COM

7012206 REV-B 000002628 7/2009